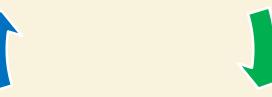
PLAN - DO - STUDY - ACT (PDSA)

What you want to accomplish and what you need to accomplish it

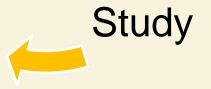
Act on the information – if successful, make it a standard. If not, continue the cycle



Pilot what you planned on doing



Act



Study the results of what you did





PDSA Principles

- Strong customer focus
- Continuous process improvement
- Involve employees
- Team-based decision making





Plan – Identify Opportunity & Plan Improvement

- Get started
 - Assemble team
 - "Examine current approach"
 - Identify potential solutions
 - Develop an "improvement theory"
 - TIP Develop an Aim statement
 - What, when, how much, for whom?
 - "In order to (purpose), by (timeframe) (who) will (what) by (how much) among (population)"





"Examine Current Approach" = Process Mapping

- "You cannot begin to improve a process until you understand it" (W. Edwards Deming)
- Use tools already available i.e., workflow mapping
- Base "improvement theory" on workflow analysis





Do- Test the Improvement Theory by Carrying Out the Change

- Carry test out on a SMALL scale!
- Collect, chart and display data to determine effectiveness of the test
- Document problems, unexpected observations and unintended side effects
- TIP Always confirm with data





Study - Check the Results

- Was the test successful? How do you know?
- Compare baseline and measures of success (reference your Aim statement)
- Describe and report on what was learned (team-based discussion and decision making)





Act – Standardize the Improvement or Develop a New Theory

- Make changes based on lessons learned
 - If successful on a small scale, test it on a larger scale
 - If tests are successful (based on data and measures of success), make plans to standardize improvements (incorporate into training, daily routines, policies and procedures, etc.)
 - If test did not result in improvement, develop a new theory and test it





Meet the SMART Criteria

- Specific
- Measurable
- Achievable
- Relevant
- <u>Time-bound</u>



